

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Senior Homes and Lettings Officer (Fixed-term contract until March 2027)
<b>LOCATION:</b>	Head Office in Tottenham Hale, across Newlon stock and hybrid working
<b>SALARY:</b>	£44,547 per annum plus eligibility for performance related pay
<b>REPORTING TO:</b>	Head of Homes and Neighbourhoods
<b>RESPONSIBLE FOR</b>	x3 Homes and Lettings Officers and x1 Homes & Lettings Administrator

## MAIN OBJECTIVES

The Senior Homes & Lettings Officer will lead the delivery of an efficient, high-quality lettings and tenancy management service, ensuring that new and existing residents receive a positive experience from first contact through to tenancy sustainment.

The role is responsible for supervising and supporting the Homes & Lettings Team, ensuring that performance targets are consistently met, and that services are delivered with professionalism, fairness, and empathy.

The postholder will play a key role in ensuring that void properties are let quickly and effectively, allocations are managed in line with policy and statutory requirements, and tenancy-related processes are delivered to a high standard.

This is a hands-on role requiring the postholder to:

- Act as a visible and supportive leader within the team
- Take ownership of complex cases and escalations
- Work proactively with internal and external stakeholders to achieve service objectives
- Promote continuous improvement and high standards of customer service

The role will act as an ambassador for delivering the organisation's service aspirations, ensuring services are accessible, responsive, and trusted by residents.

In order to meet customer demand, the postholder will be expected to work some early mornings, evenings and weekends as part of marketing lettings.

## SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards, Outcomes and Behaviours
1	To supervise and support the Homes & Lettings Team in delivering an efficient and customer-focused service	<ul style="list-style-type: none"> <li>• Regular coaching and support provided to staff.</li> <li>• Performance monitored against KPIs, including void turnaround and case management.</li> <li>• Regular 1:1s and appraisals completed and recorded</li> <li>• Performance issues identified early and managed in line with procedures.</li> <li>• A culture of accountability, ownership and continuous improvement promoted.</li> <li>• Staff demonstrate strong customer service and communication skills.</li> <li>• Ensuring that there is effective administrative support provided to team including taking responsibility for office/ duty cover</li> </ul>
2	To ensure the effective management of voids and lettings performance	<ul style="list-style-type: none"> <li>• Void turnaround targets consistently met through proactive management.</li> <li>• Close working with the Property Services Team to minimise delays.</li> <li>• Viewings, offers and sign-ups managed efficiently.</li> <li>• Lettings processes are compliant with policy, GLA guidance and nomination agreements.</li> <li>• Good working relationships are maintained with Local Authorities, working groups and referral agencies</li> <li>• New scheme handovers are well planned and coordinated whereby prospective/new residents are effectively communicated with during the process.</li> <li>• Issues impacting lettings performance are identified and resolved quickly including recognising hard to let properties and considering ways to address these.</li> <li>• Contribute to reports as required and give detailed commentary and resolutions</li> <li>• Intermediate Rent properties are marketed effectively to reach target audiences</li> </ul>

Key Tasks and Responsibilities		Performance Standards, Outcomes and Behaviours
3	To deliver a high-quality customer journey for new and existing residents	<ul style="list-style-type: none"> <li>Residents receive clear, timely communication at every stage of the lettings and tenancy process.</li> <li>Processes relating to specific tenancies (FTTs, Starter Tenancies, Successions etc.) are addressed as per policy and published timescales</li> <li>Feedback and complaints are managed proactively and resolved promptly.</li> <li>Sensitive cases (e.g. transfers, decants) are handled with empathy and professionalism.</li> <li>Customer satisfaction insights are used to improve services.</li> <li>Written and verbal communication is of a high standard.</li> </ul>
4	To promote and manage opportunities to move, including transfers and mutual exchanges	<ul style="list-style-type: none"> <li>Transfer requests, including discretionary cases, are assessed and managed in line with policy.</li> <li>Mutual exchanges are actively promoted and facilitated.</li> <li>Decants are managed sensitively and efficiently in partnership with relevant teams.</li> <li>Residents are kept informed throughout the process.</li> </ul>
5	To develop effective partnerships with internal teams and external stakeholders	<ul style="list-style-type: none"> <li>Strong working relationships maintained with Local Authorities, nomination partners and agencies.</li> <li>Effective collaboration with Property Services, Neighbourhoods and all other teams.</li> <li>Cross-team working supports improved service delivery and outcomes.</li> <li>Stakeholder feedback used to improve processes.</li> </ul>
6	Take ownership of complex cases as directed	<ul style="list-style-type: none"> <li>Appropriate decisions made in the absence of the Manager.</li> <li>Complex or escalated cases managed confidently and effectively.</li> <li>Team operations maintained effectively during periods of absence.</li> <li>Clear direction and support provided to staff when deputising.</li> </ul>

<b>Key Tasks and Responsibilities</b>		<b>Performance Standards, Outcomes and Behaviours</b>
7	To monitor performance, manage resources and ensure value for money	<ul style="list-style-type: none"> <li>• Performance data reviewed regularly to identify trends and improvements.</li> <li>• Costs monitored and controlled in line with procedures.</li> <li>• Invoices processed accurately and in a timely manner.</li> <li>• Opportunities to improve efficiency and reduce costs are identified.</li> </ul>
8.	To support the effective working of the Housing Services Department	<ul style="list-style-type: none"> <li>• Active collaboration across teams to deliver organisational objectives including the Financial Inclusion Team</li> <li>• Contribution to service reviews, policies and improvement initiatives.</li> <li>• Flexibility to support wider service delivery (e.g. high-volume activity).</li> </ul>

No job description can cover every issue which may arise within the post. The postholder is expected to carry out other duties which are broadly consistent with the responsibilities outlined above.